PDHRA Call Center Event Timeline

Event Request Received	PDHRA Confirmation Email Sent	PDHRA Call Center Staffing Adjusted	During the Event	Post Event

Event Request Received

- **POC: Ensure roster contains minimum** of full SSN, first and last name, phone number, and mailing address
- **LHI is unable to confirm the event without:**
  - Event POC
  - Emergent POC
  - Start and end date
  - Roster
- **POC: Utilize the notes section of the request** to communicate specific circumstances of the event**:**
  - Yellow Ribbons
  - Unit/SM concerns that may affect referral rate
  - Specific days/times when SMs will be calling
  - If SMs should not be screened prior to start date

PDHRA Confirmation Email Sent

- **POC: Review the details of the confirmation email for accuracy**
  - Check the location, date, and PIN
  - Read all directions in the email
- **POC: If you do not want SMs to complete the form prior to the event** please communicate that to them
- **If a SM completes the form online prior to the event,** LHI will attempt to call and complete that with them unless we've been given specific directions otherwise
- **LHI will always contact SMs with urgent forms** even if scheduled for the event at a later date

PDHRA Call Center Staffing Adjusted

- **POC: If there are any changes or updates to the event,** please ensure they are communicated to the coordinators and program managers ASAP
- **LHI adjusts CSR and HCP staffing** based on screening projections and scheduled times of an event

During the Event

- **POC: All SMs must complete the DD 2900 form online** prior to calling the call center
  - The DD 2900 is a self-assessment that is very personal and involved
  - Having the SM complete the form ensures the most accuracy and privacy
- **POC: Make sure to stagger calls** to ensure the lowest possible wait times and best service
  - While staffing has been optimized, there are times when LHI has unforeseen spikes in call volume that may affect wait times
- **POC: Ensure all SMs that call utilize the event PIN** that was provided to you in the confirmation email to assure call priority and accurate reporting

Post Event

- **Form completion is done in real time,** however it may take a day or more for AKO to reflect status changes
- **LHI will attempt to contact all SMs that were not completed during the event**
  - Full and accurate information on the original request helps to ensure the best chance of reaching as many SMs as possible
- **LHI reports on all SMs on the original roster** within a week of the event end date
  - Any additional SMs that were not part of the original roster and did not provide a PIN will not be included